



User-driven experiences

UI wireframes for Blueprints 2.0

Last updated: 13 Sep 2015

Josh Kang



Table of contents

UI Proposal

Revision History

Research

UX Goals & Objectives

Current journey map

Improvement points

_ Flow/Navigation

_ Layout

_ Design elements

_ UX Requirements

UX Direction/Action plan

UI wireframe

Design Concept

Common UI

Basic Workflow

Case Workflow

_ BP Session

_ Wrong BP

_ Message of the day

_ Abort BP session

_ Primary Menu

_ Emergent screen (Pop-up windows)

Basic Layout

_ Header

_ Primary Menu Interaction

_ Primary Menu

_ Contents area

_ Font size

_ Landscape mode

Revision History



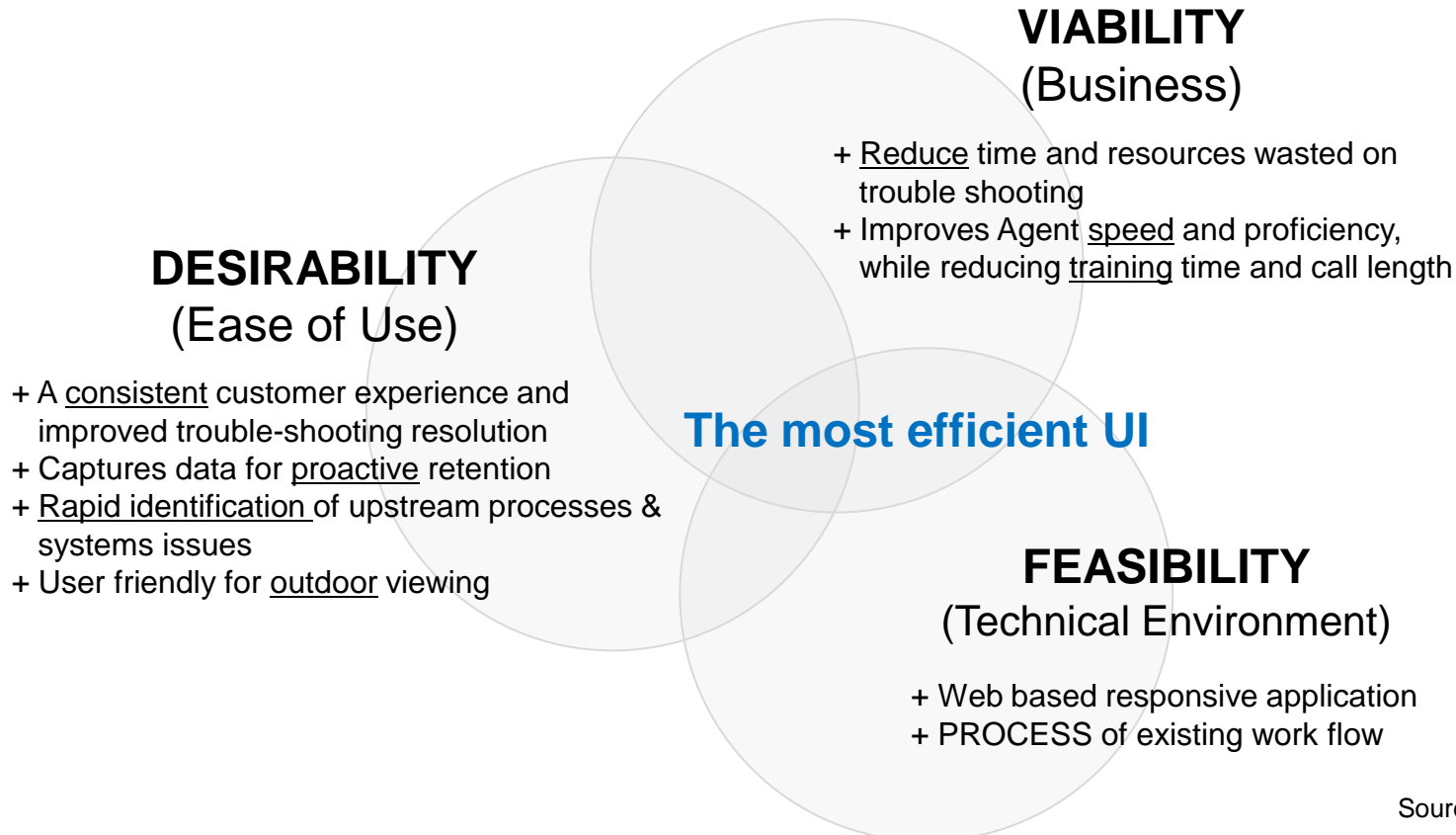
Date	Slide No.	amendment	Writer
08 Sep 2015	All	1 st release of Common level UI	Josh
13 Sep 2015	29-33	Released Modular UI wireframe - MOTD -	Josh

Research

UX Goals & Objectives

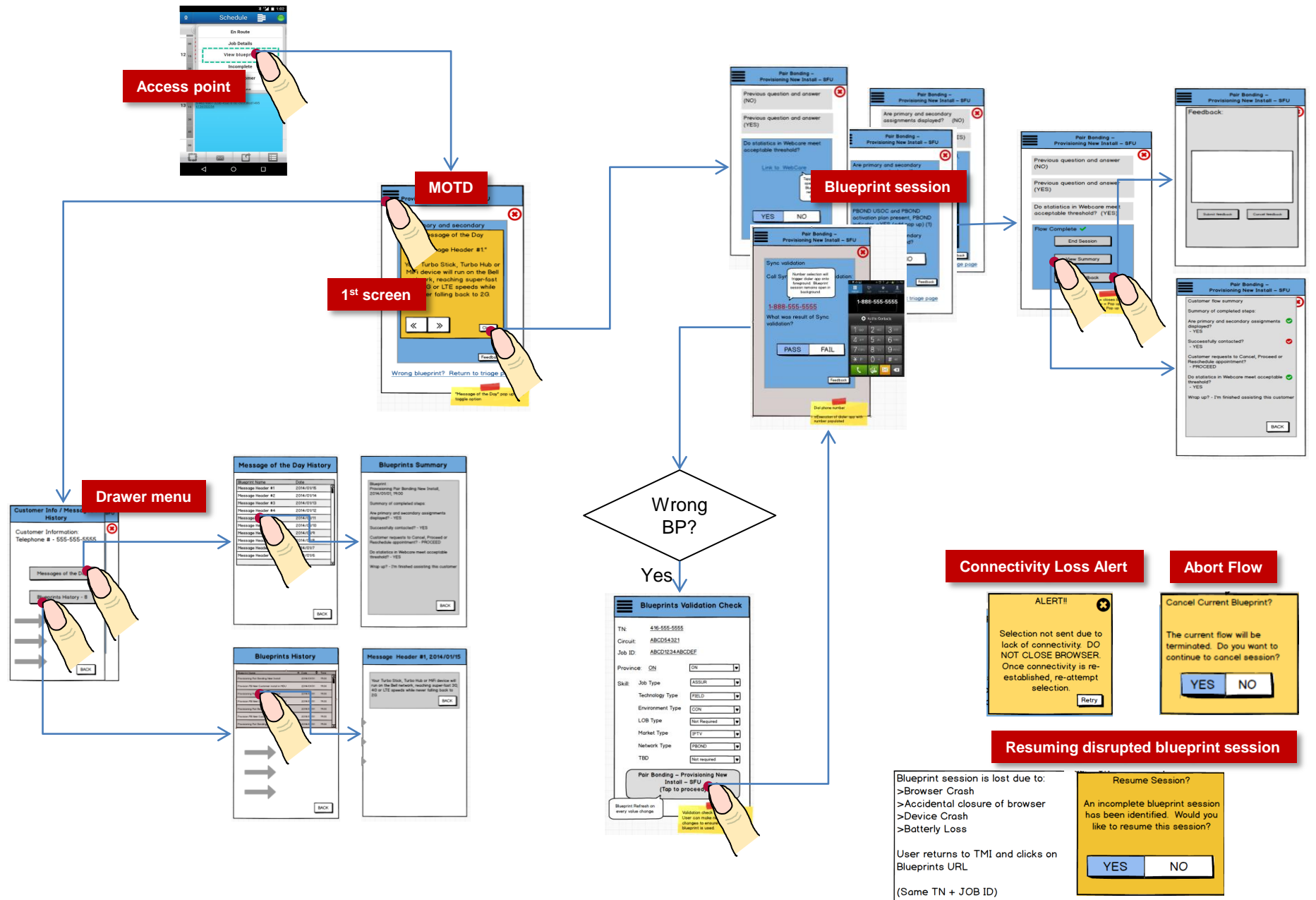
To set the most efficient and easy-to-use User Interface for Blueprints2.0

Blueprints2.0 is an application that can be operated by users working **from desktop and mobile platforms**. It provides **step-by-step instruction guides for ALL Bell Agents** when executing trouble-shooting for customers.



Source: www.ideo.com

Current journey map



Access point

MOTD

1st screen

Drawer menu

Blueprint session

Wrong BP?

Yes

Connectivity Loss Alert

Abort Flow

Resuming disrupted blueprint session

Blueprint session is lost due to:
 >Browser Crash
 >Accidental closure of browser
 >Device Crash
 >Battery Loss

User returns to TMI and clicks on Blueprints URL

(Same TN + JOB ID)

Resume Session?
 An incomplete blueprint session has been identified. Would you like to resume this session?

YES NO

ALERT!!
 Selection not sent due to lack of connectivity. DO NOT CLOSE BROWSER. Once connectivity is re-established, re-attempt selection.

Retry

Cancel Current Blueprint?
 The current flow will be terminated. Do you want to continue to cancel session?

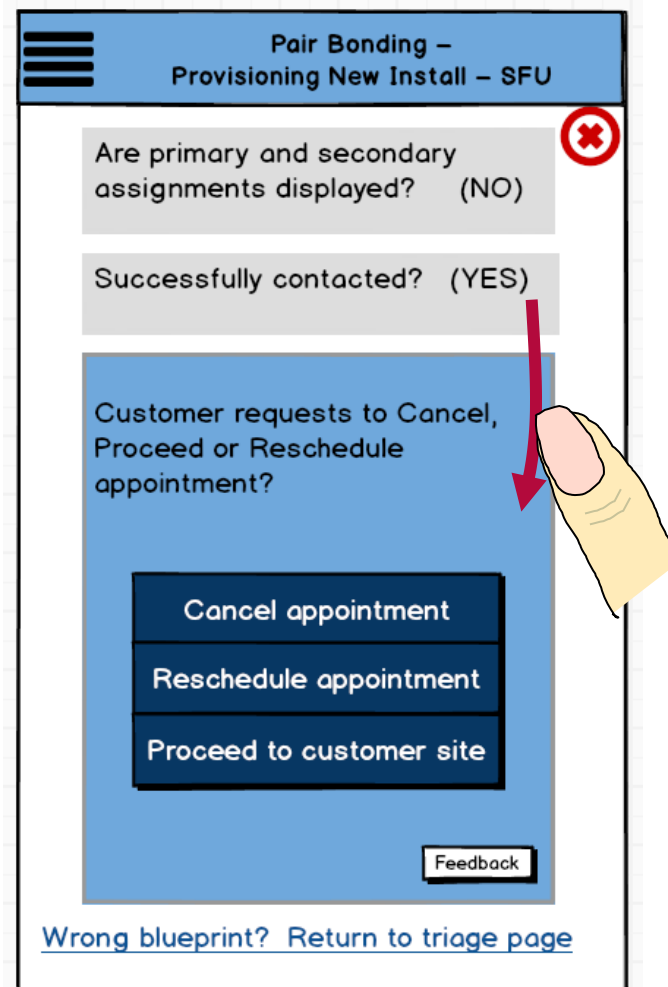
YES NO

Where the user is

- It is difficult for the user to understand how many check-points are left.

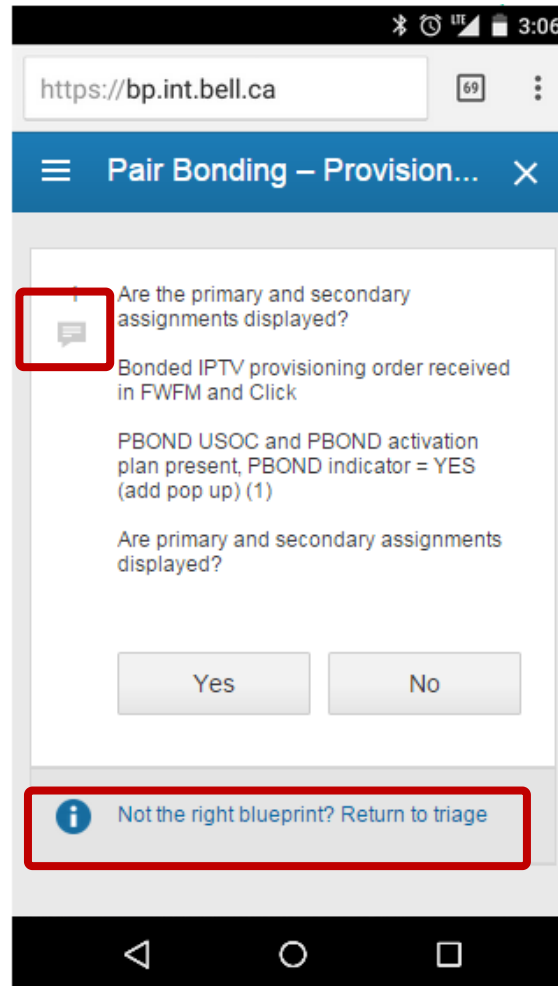
- User will be confused by the hierarchy (where I am).

Excessive scrolling



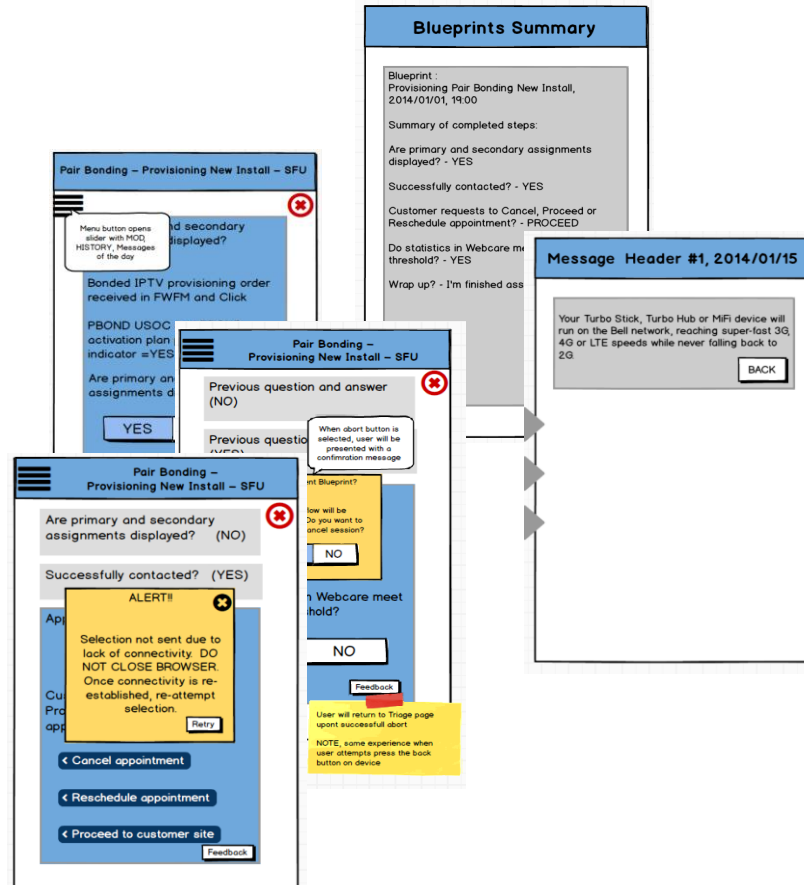
- When there are too many check-lists, it takes too long for the user to scroll through the contents.

Unexpected deployment



- Location of elements needs to be set up in a consistently expected way
- Excessively large buttons may waste space

Unified pop-up windows



- Too many different types of pop-up windows are distracting

User friendly for outdoor viewing

Pair Bonding –
Provisioning New Install – SFU

Are primary and secondary assignments displayed? (NO)

Successfully contacted? (YES)

Customer requests to Cancel, Proceed or Reschedule appointment?

Cancel appointment

Reschedule appointment

Proceed to customer site

Feedback

[Wrong blueprint? Return to triage page](#)

- Font-sizes and design elements, such as icons, are a little bit small
- A high-contrast colour scheme is optimal for outdoor viewing (Colour difference is not a primary point for consideration.)

According to recent studies...

It will depend on context/time of day too. I have a nav in my car and the map switches to "night mode" which is light on dark. In this case, the map needs to be less distracting while driving at night. Having a dark background helps with focus on the primary physical task of driving.

Color difference was found to play a minor role in legibility under daylight ambient conditions.



UX Requirements

Requirement Description
The system shall have the ability to present the end user with a blueprint workflow <u>based on the job details from TMI</u>
The system shall present <u>a validation page</u> to ensure the correct blueprint has been identified. This page will appear in both desktop and mobile versions, depending on the source of link (TMI mobile or TMI desktop)
If any parameters are incorrect or missing, the system shall have the ability to present the user with a list of <u>triage questions</u> to identify which blueprint will be used.
All Blueprint pages shall support a <u>mobile friendly user experience</u>
When rendering all content onto a mobile device, the system shall optimize all <u>text and images for the mobile screen size</u> to ensure easier viewing
When the system presents the user with options on the page to choose from, it shall be presented with <u>large selectable buttons</u>
The system shall ensure all pages are friendly <u>for outdoor viewing</u>
The system shall allow the user to execute the <u>abort process</u> on any blueprint step with <u>one tap</u>
<ul style="list-style-type: none"> • confirmation popup will appear to help prevent <u>session closure</u> (existing)
When user is presented with a <u>telephone number</u> in a blueprint step, it shall appear as a link. When selected, the phone dialer application shall open on the device and with the number pre-populated and ready to dial
When a step in the blueprint contains a <u>URL</u> , the system shall open its content in a new tab and not replace the current blueprint session
The system shall ensure all pages that appear on a mobile device support <u>Chrome, v34</u> and higher.
<ul style="list-style-type: none"> • Currently, all Bell and BTS handsets support Chrome, V34 and higher • Devices in scope are <u>Note 2, 3 and 4</u>
When concluding a blueprint session, last steps of the blueprint or aborting session, the system shall suppress the <u>Summary page</u> on a mobile device from appearing
<ul style="list-style-type: none"> • one less step to confirm
The system shall conform to android standards when navigating through out the Blueprint experience (i.e./ tapping, swiping, scrolling ..etc with or without pen, keyboard, hyperlinks, ease of use)
The system shall conform to <u>Corporate branding standards</u> where possible (i.e. /proper logo, font, colour scheme)
The system shall provide options for the user to view the following UI features, in addition to presenting blueprint flows:
<ul style="list-style-type: none"> • <u>Account information</u> • <u>Customer History</u> • <u>Message of the Day</u> • <u>Links</u>
The system shall provide options for the user to view any of the <u>4 UI features</u> in a manner that will not hinder the viewing of the blueprint flow
On the first page of a blueprint session, the system shall present the Message of the Day as a popup.
In the customer <u>history field</u> , the system shall present <u>a list of past blueprints</u> for TEST and FIELD that were used in the past 180 days that are associated to the customer ID provided (TN).
When a blueprint is selected, the user shall be presented with the blueprint details for that record
When a user attempts to proceed to the next blueprint step, but loses connectivity, the system shall present a <u>message</u> advising user to try again when connectivity is re-established. Once reconnected, the user will re-attempt selection and proceed to the next step
When a mobile device restarts/crashes, losing both the blueprint session and internet connectivity, the user shall have <u>the option to resume the session</u> where they left off
When the browser is closed during a blueprint session, the user shall have <u>the option to resume the session</u> where they left off

※ Requirements are met in workflow.

UX Goal

Action Plan: This solution **will**...

- apply the **WIZARD** Process.

- set up a **shortcut menu**.

- prepare a **modular and scalable UI set**.

- adapt a method for **consistently accessible visual standards**

- execute **Hub Menu**

UX Direction: This solution **should** ...

- provide **step-by-step** guides

- specify the **expected location of elements**

- induce **common design layout**

- apply **suitable contrast and size** for the design elements

- provide a **hub Menu**

UX Hypothesis : This solution **may**...

- suggest **WHERE THE USER IS** and which questions have been completed/started

- provide **expected deployment** of each design element such as the Feedback icon

- clarify **different types of layout**

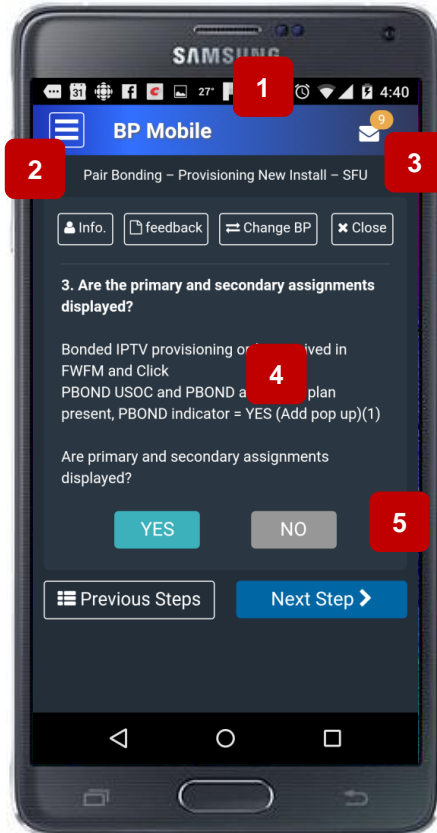
- provide user friendly support for **outdoor viewing**

- require easy connection on any blueprint step with **minimum tap**

mobile friendly user experience

Common UI wireframe

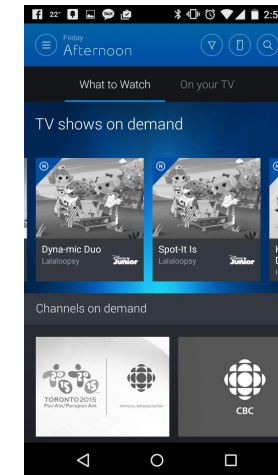
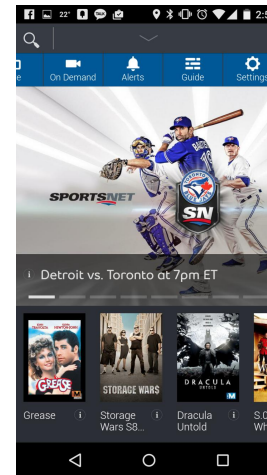
Design Concept



A **dark background** helps the user effectively view key application content in an outdoor setting. The dark colour scheme is cohesive with the design of other Bell mobile applications such as Bell TV .



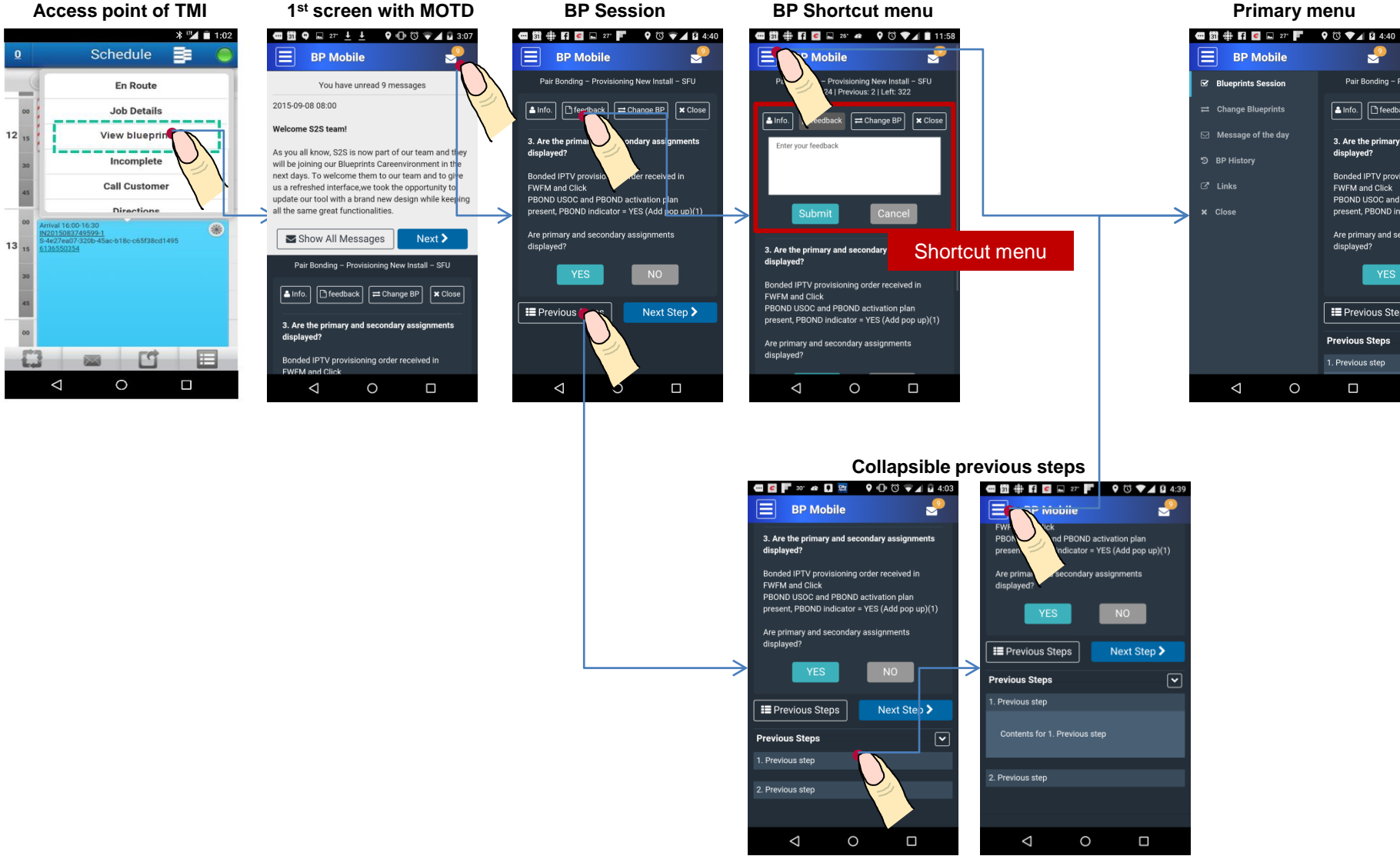
1. Corporate identity header
2. The left side menu buttons allow one-handed use
3. Collapsible 'Message of the Day' option on every page
4. Accessible and reader-friendly font size (over 14px)
5. Suitable deployment space of buttons within the mobile environment layout to prevent accidental tapping



Requirements

- All Blueprint pages shall support a **mobile friendly user experience**
- When rendering all content onto a mobile device, the system shall optimize all **text and images for the mobile screen size** to ensure easier viewing
- When the system presents the user with options on the page to choose from, it shall be presented with **large selectable buttons**
- The system shall ensure all pages are friendly **for outdoor viewing**
- The system shall ensure all pages that appear on a mobile device support **Chrome, v34** and higher.
- Currently, all Bell and BTS handsets support Chrome, V34 and higher Devices in scope are **Note 2, 3 and 4**
- The system shall conform to **android standards** when navigating through out the Blueprint experience (i.e./ tapping, swiping, scrolling ..etc with or with out pen, keyboard, hyperlinks, ease of use)
- The system shall conform to **Corporate branding standards** where possible (i.e. /proper logo, font, colour scheme)

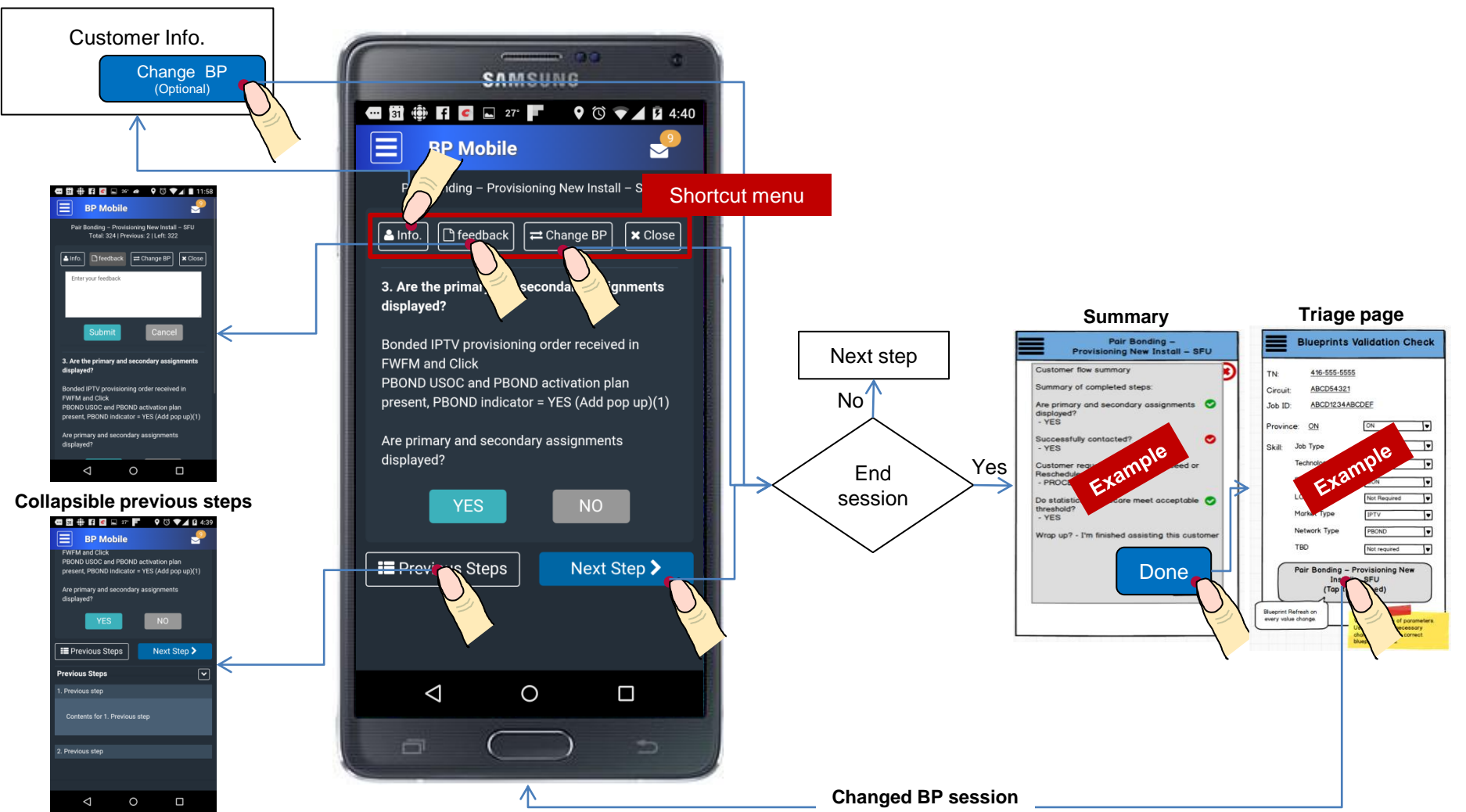
Basic Workflow



Requirements

- The system shall have the ability to present the end user with a blueprint workflow **based on the job details from TMI**
- The system shall provide options for the user to view any of the **4 UI features** in a manner that will not hinder the viewing of the blueprint flow

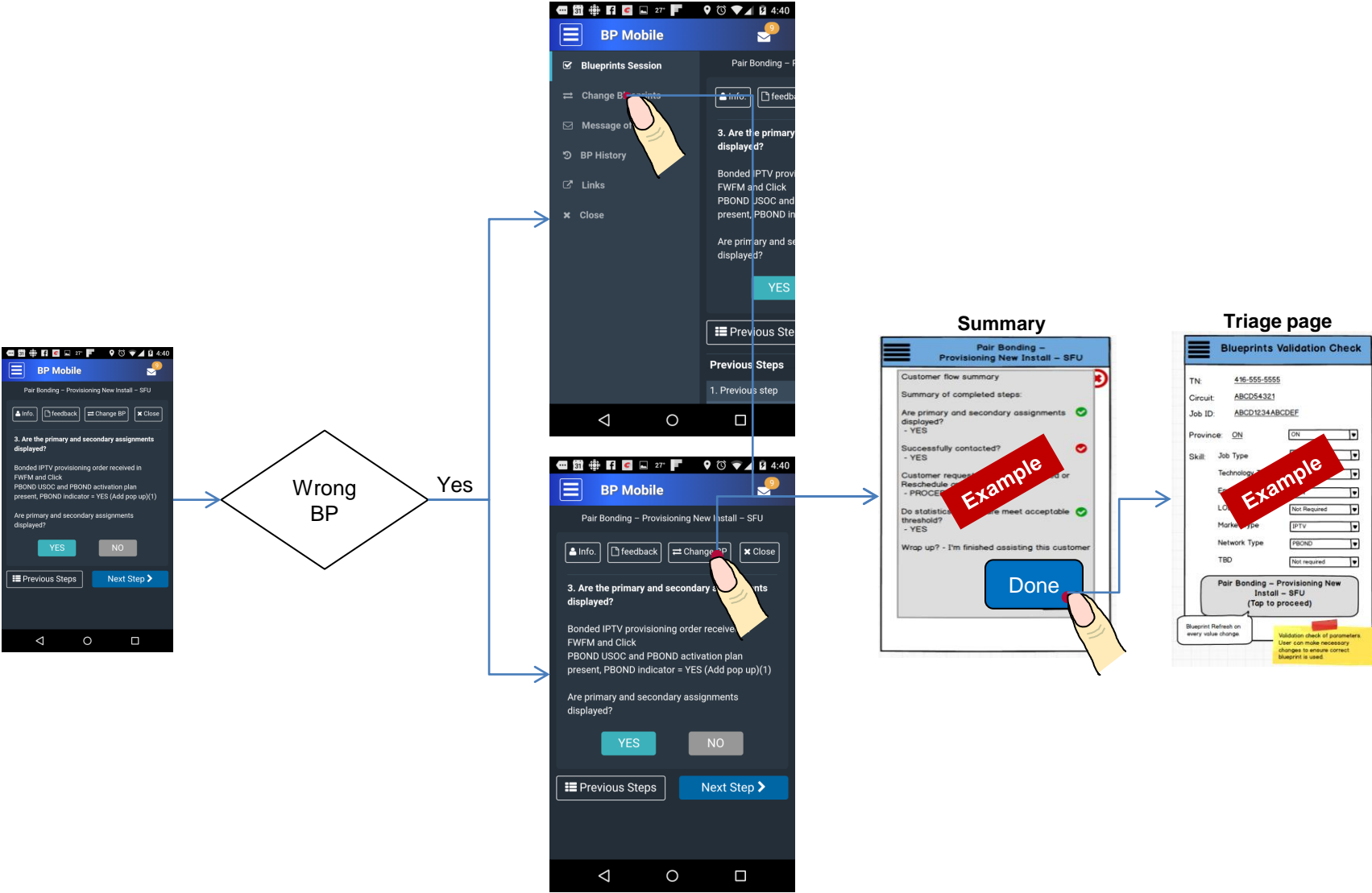
Workflow: BP Session



Requirements

- The system shall present a **validation page** to ensure the correct blueprint has been identified.
- If any parameters are incorrect or missing, the system shall have the ability to present the user with a list of **triage questions** to identify which blueprint will be used.
- When user is presented with a **telephone number** in a blueprint step, it shall appear as a link. When selected, the phone dialer application shall open on the device and with the number pre-populated and ready to dial
- When a step in the blueprint contains a **URL**, the system shall open its content in a new tab and not replace the current blueprint session
- When concluding a blueprint session, last steps of the blueprint or aborting session, the system shall suppress the **Summary page** on a mobile device from appearing one less step

Workflow: Wrong BP

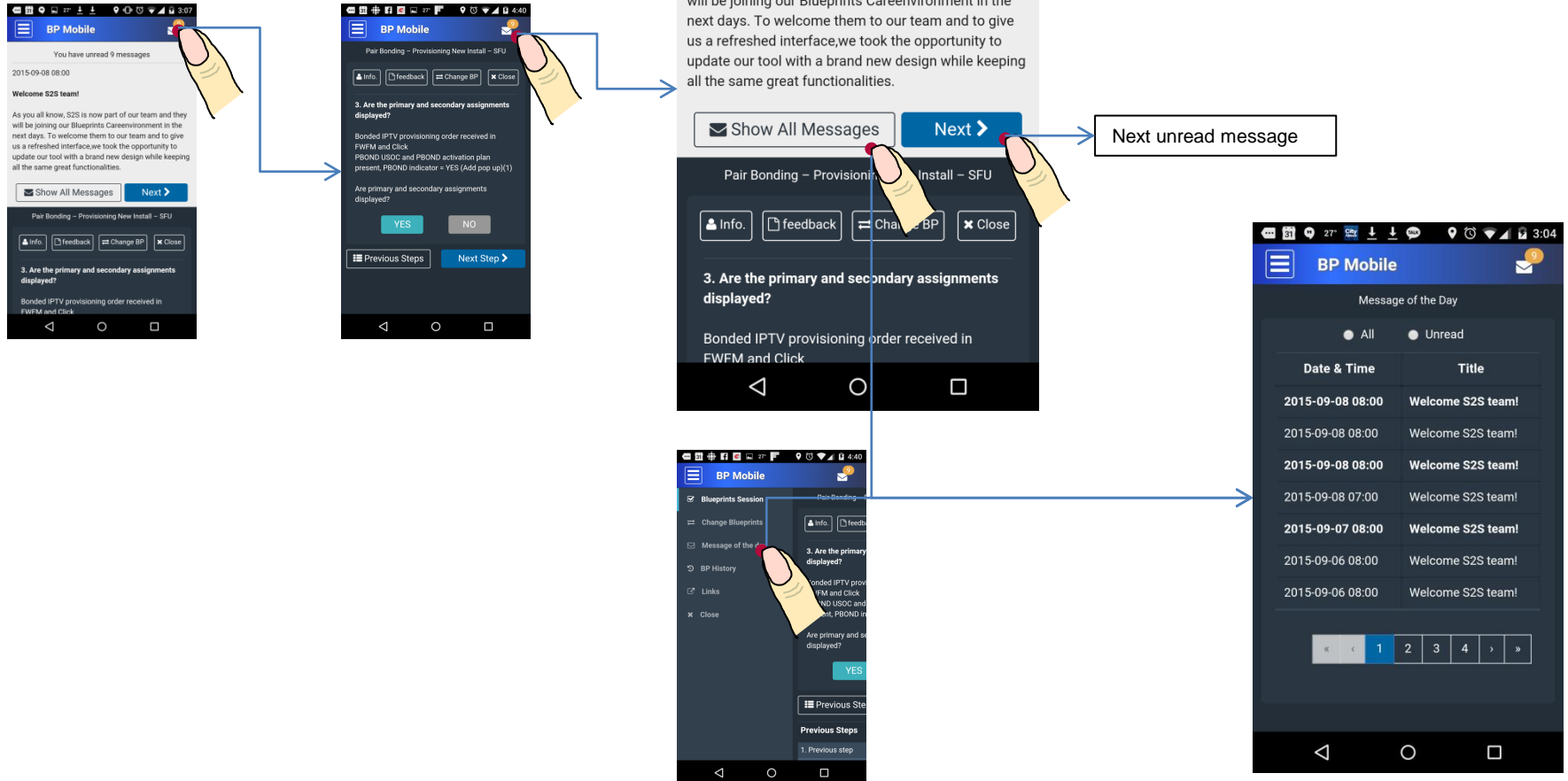


Requirements

- If any parameters are incorrect or missing, the system shall have the ability to present the user with a list of **trriage questions** to identify which blueprint will be used.
- When concluding a blueprint session, last steps of the blueprint or aborting session, the system shall suppress the **Summary page** on a mobile device from appearing one less step to confirm

Workflow: Message of the day

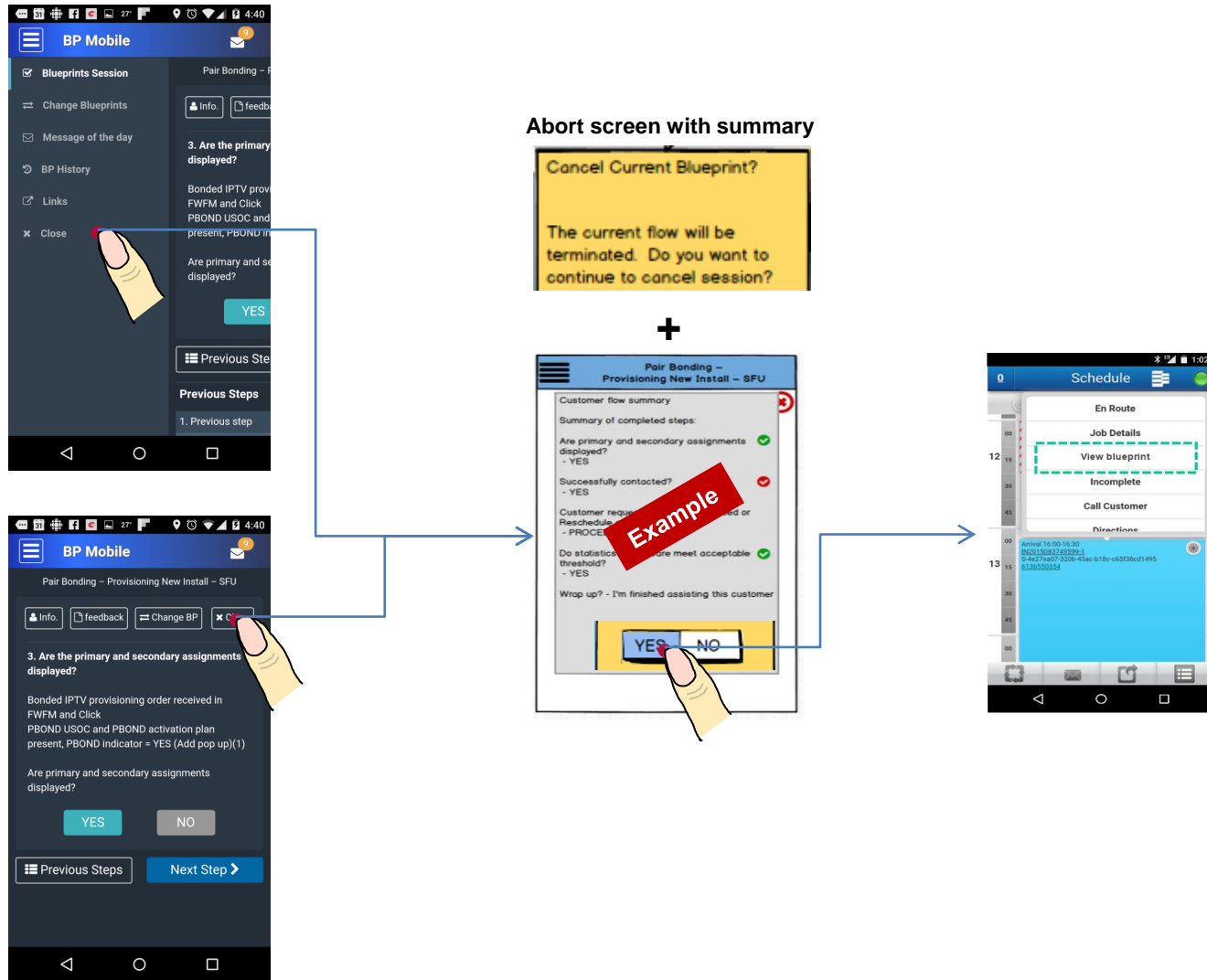
Collapsible MOTD



Requirements

On **the first page** of a blueprint session, the system shall present the Message of the Day as a pop-up.

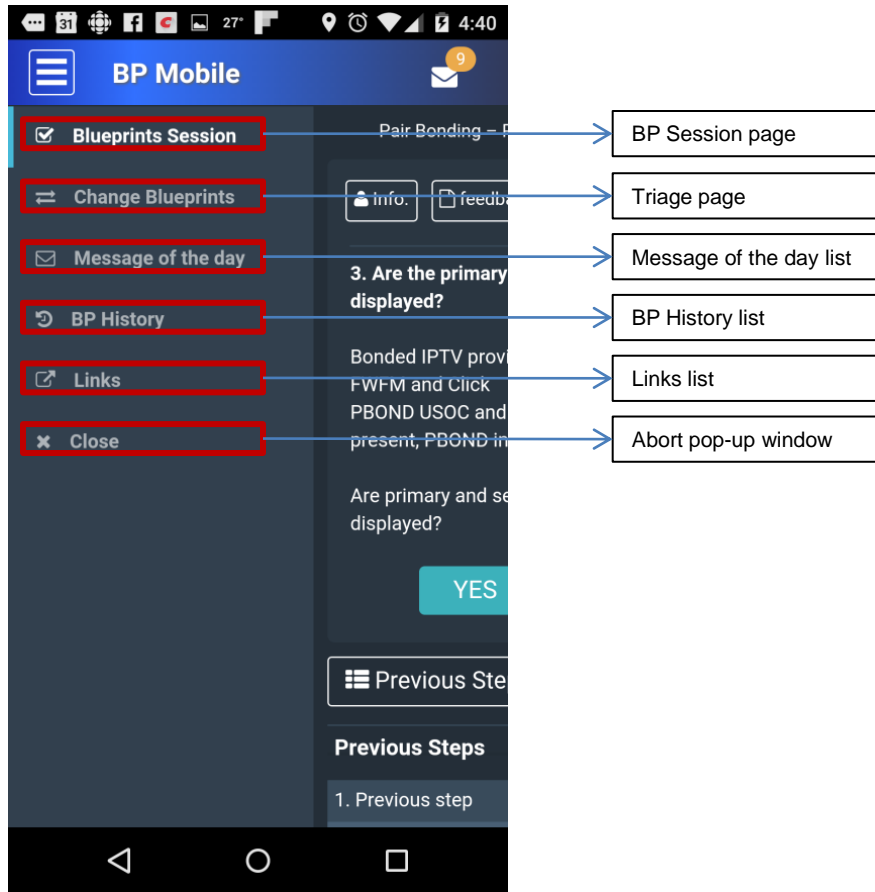
Workflow: Abort BP session



Requirements

- The system shall allow the user to execute the **abort process** on any blueprint step with **one tap**
- **confirmation popup** will appear to help prevent session closure (existing)
- When concluding a blueprint session, last steps of the blueprint or aborting session, the system shall suppress the **Summary page** on a mobile device from appearing one less step to confirm

Workflow: Primary Menu



Requirements

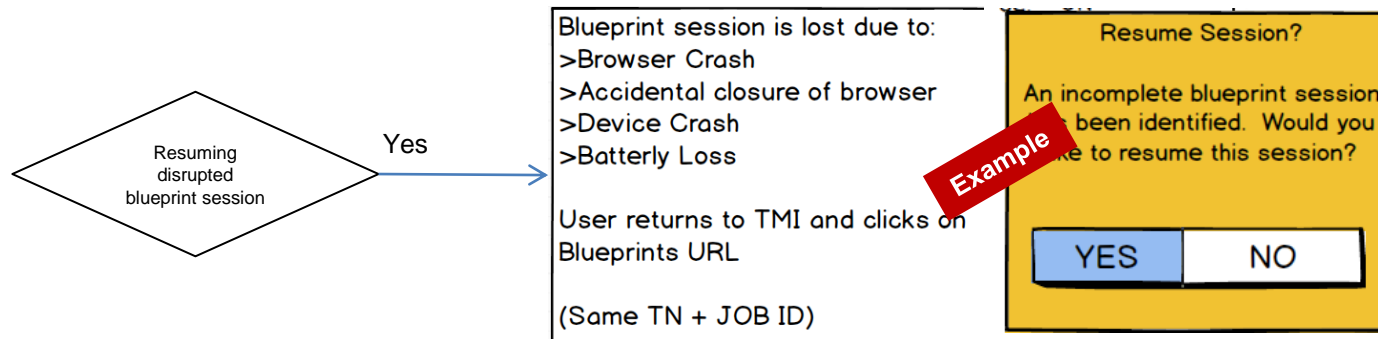
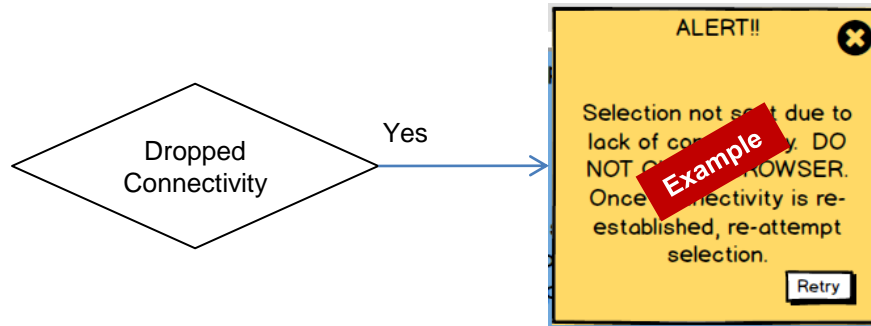
The system shall provide options for the user to view the following UI features, in addition to presenting blueprint flows:

- **Account information**
- **Customer History**
- **Message of the Day**
- **Links**

• In the customer **history field**, the system shall present **a list of past blueprints** for TEST and FIELD that were used in the past 180 days that are associated to the customer ID provided (TN).

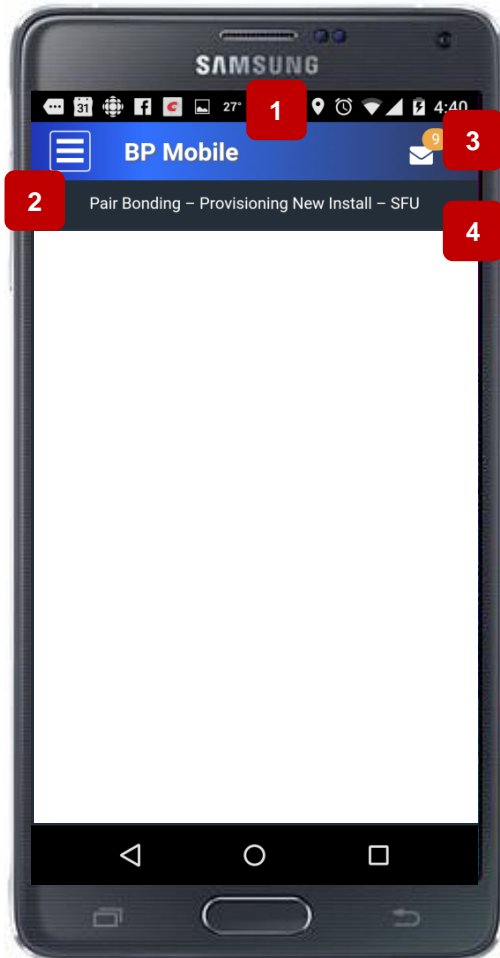
• When a blueprint is selected, the user shall be presented with the blueprint details for that **record**

Workflow: Emergency Notice (Pop-up windows)



Requirements

- When a user attempts to proceed to the next blueprint step, but loses connectivity, the system shall present a **message** advising user to try again when connectivity is re-established. Once reconnected, the user will re-attempt selection and proceed to the next step
- When a mobile device restarts/crashes, losing both the blueprint session and internet connectivity, the user shall have **the option to resume the session** where they left off
- When the browser is closed during a blueprint session, the user shall have **the option to resume the session** where they left off



[Description]

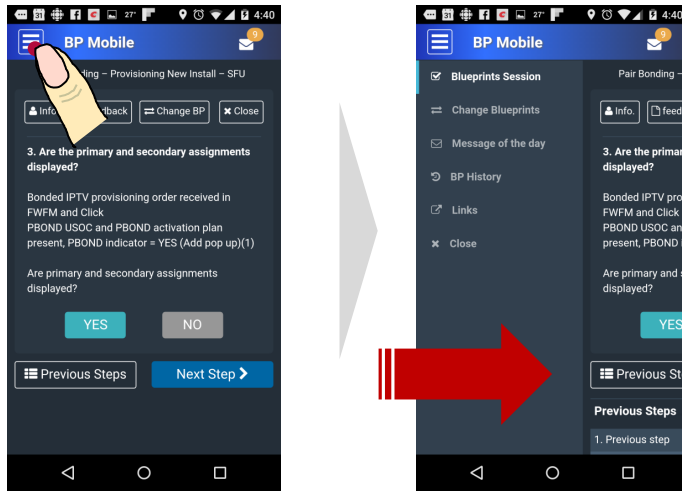
This is a sticky header including subtitle area.

1. Application name
2. Menu btn
3. Collapsible 'Message of the day'



4. Subtitle: display session title or module name.

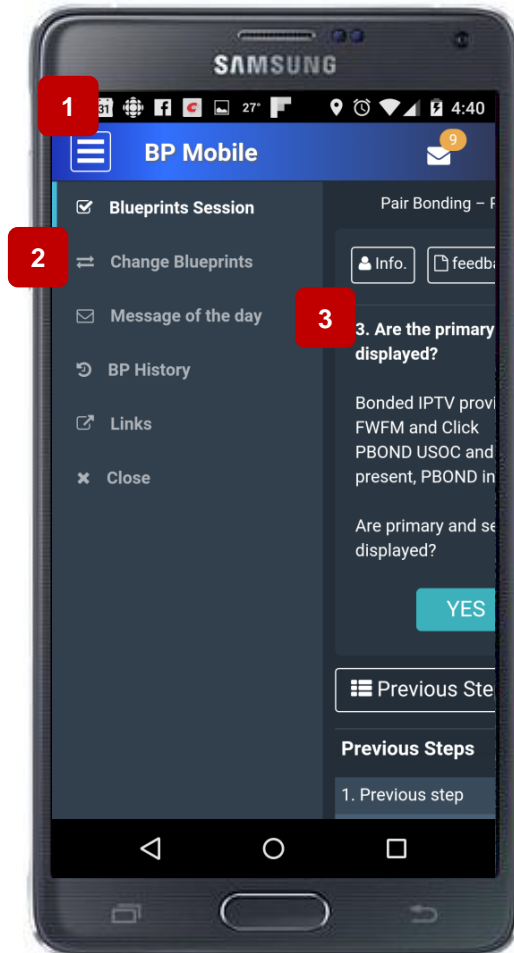
Primary Menu Interaction



[Description]

This is a drawer type menu.
If user taps on 'menu' btn, display drawer menu.

Primary Menu



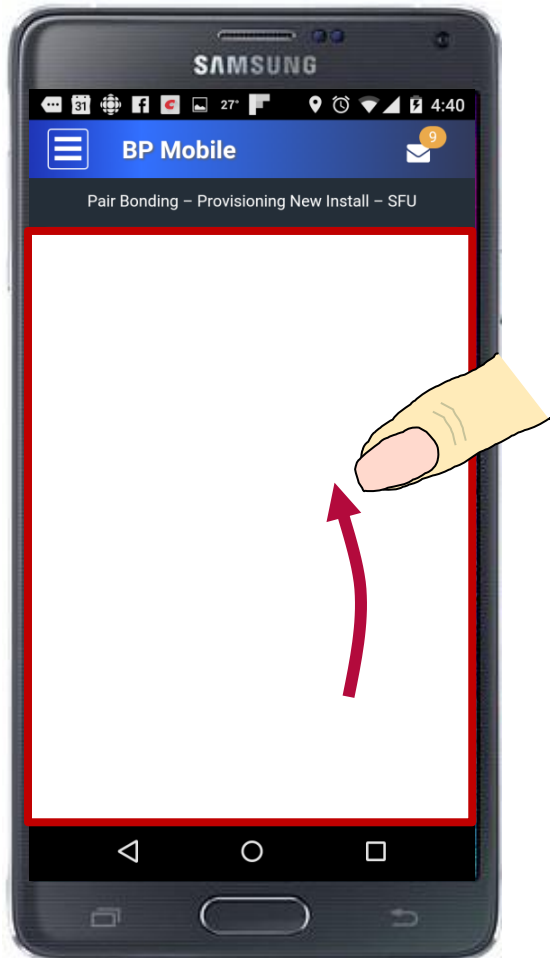
[Description]

This is a **HUB Menu** that allows access to all modular screens

1. Menu btn
2. Current location cue
3. Primary menu list

- Change BP
- MOTD
- BP History
- Links
- Close

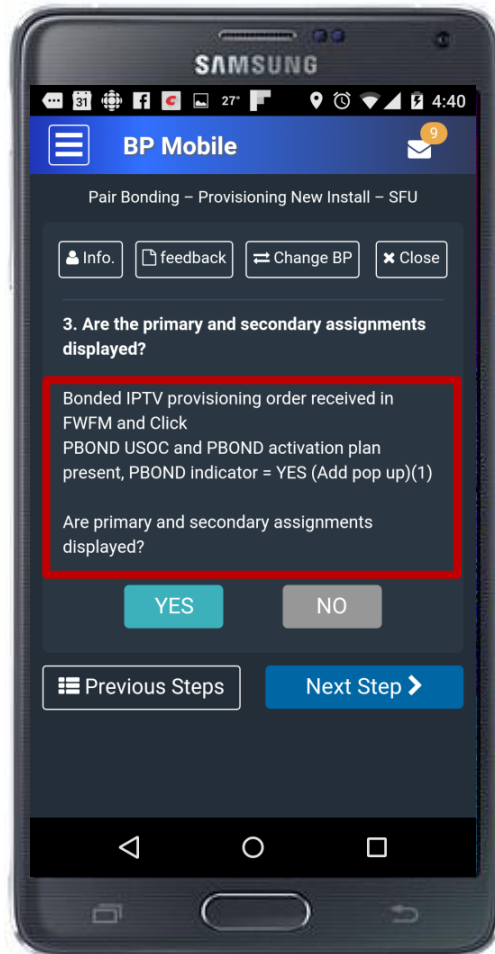
Contents area



[Description]

Depending on content size, this area contents becomes scrollable, and can be navigated using flicking.

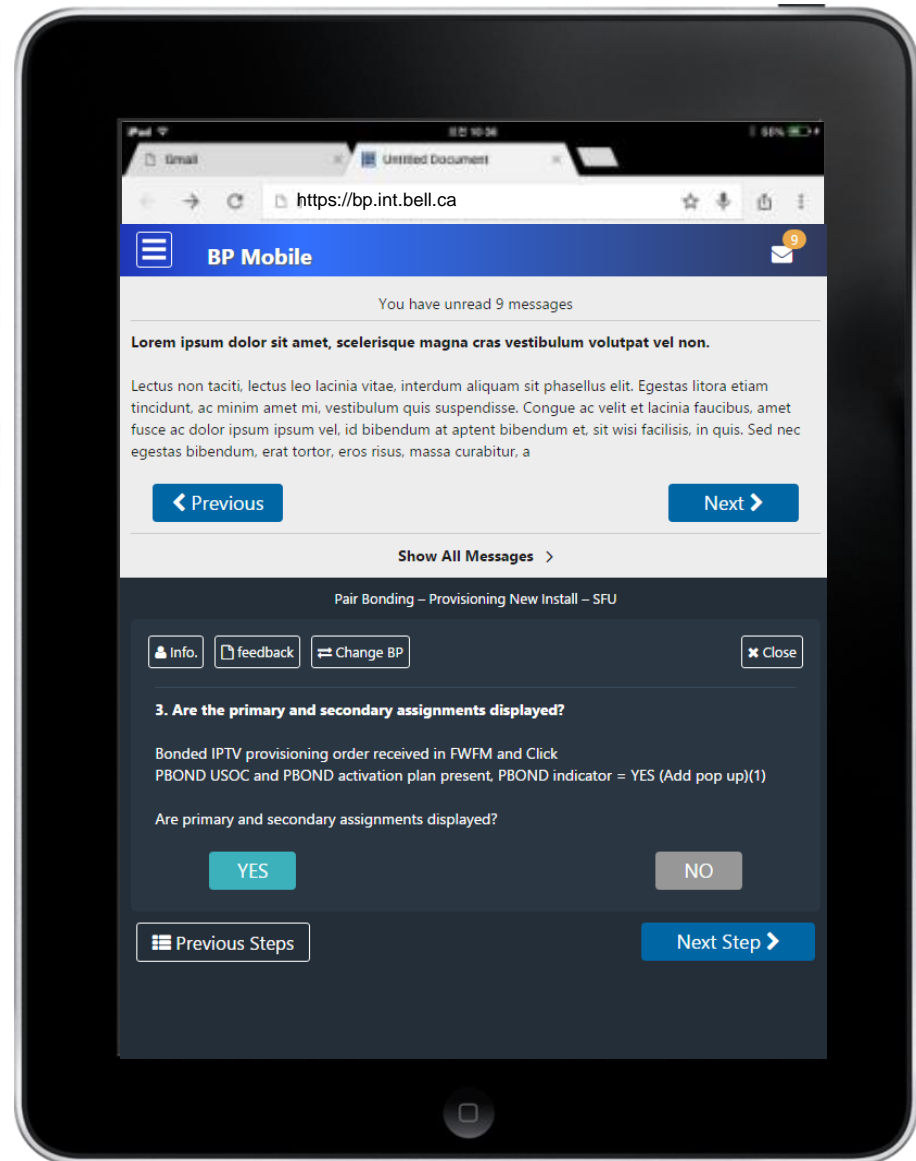
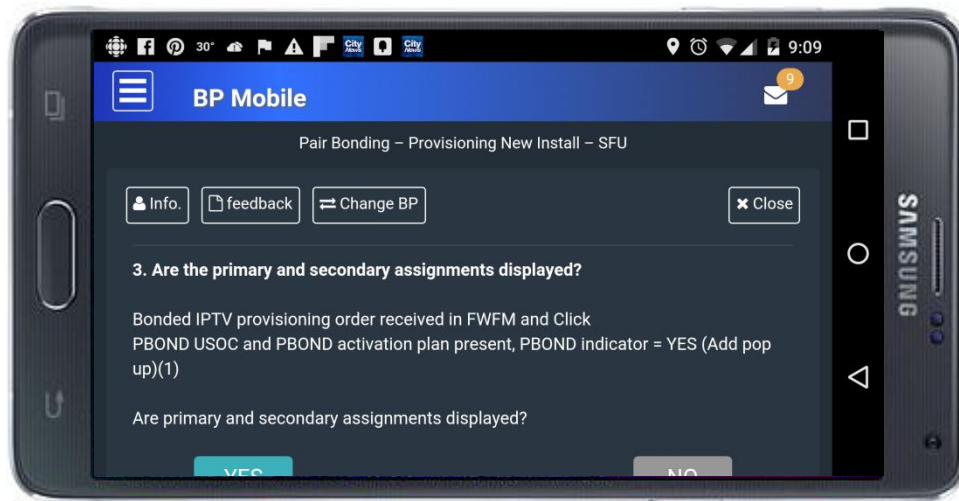
Font size



[Description]

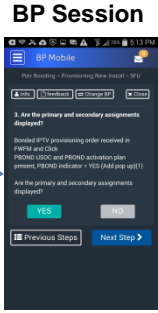
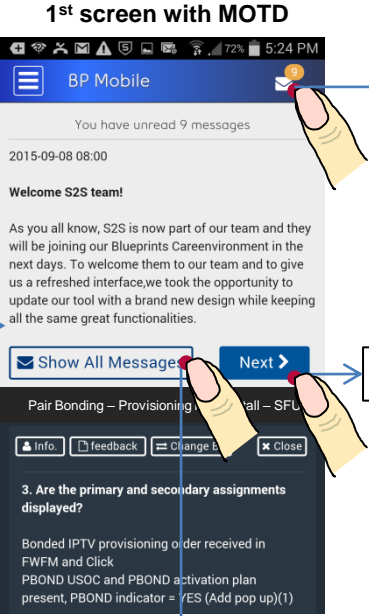
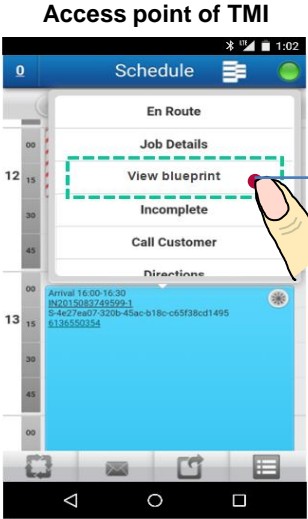
This font size is over 14 px, which makes it optimal for outdoor viewing.

Landscape mode (Portrait mode on Tablet)

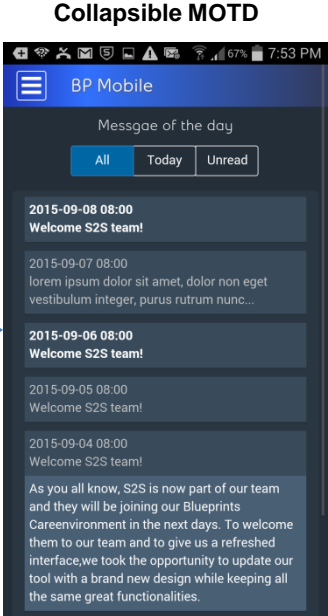
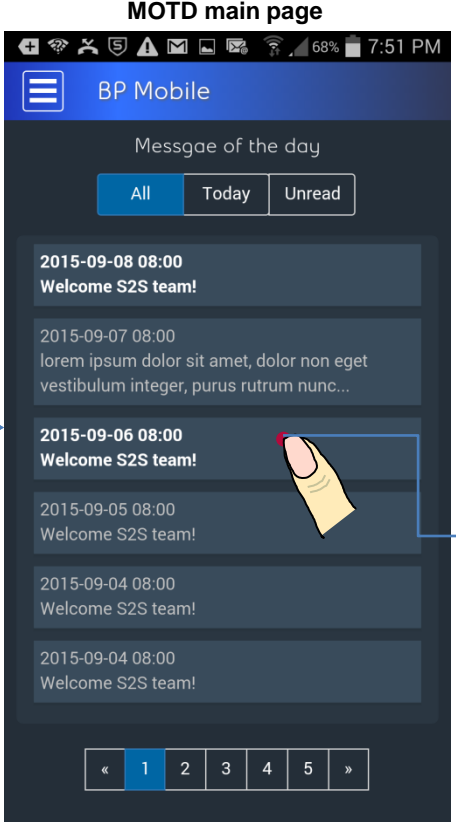
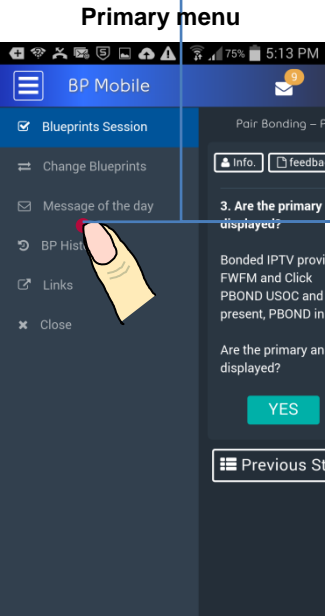


Modular UI wireframe - MOTD -

Basic Workflow



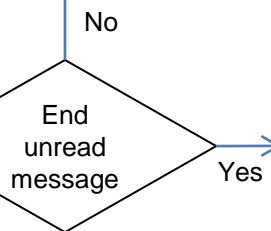
Next unread message



Unread message process



If unread messages remain, display next unread message and decline number of badge simultaneously.

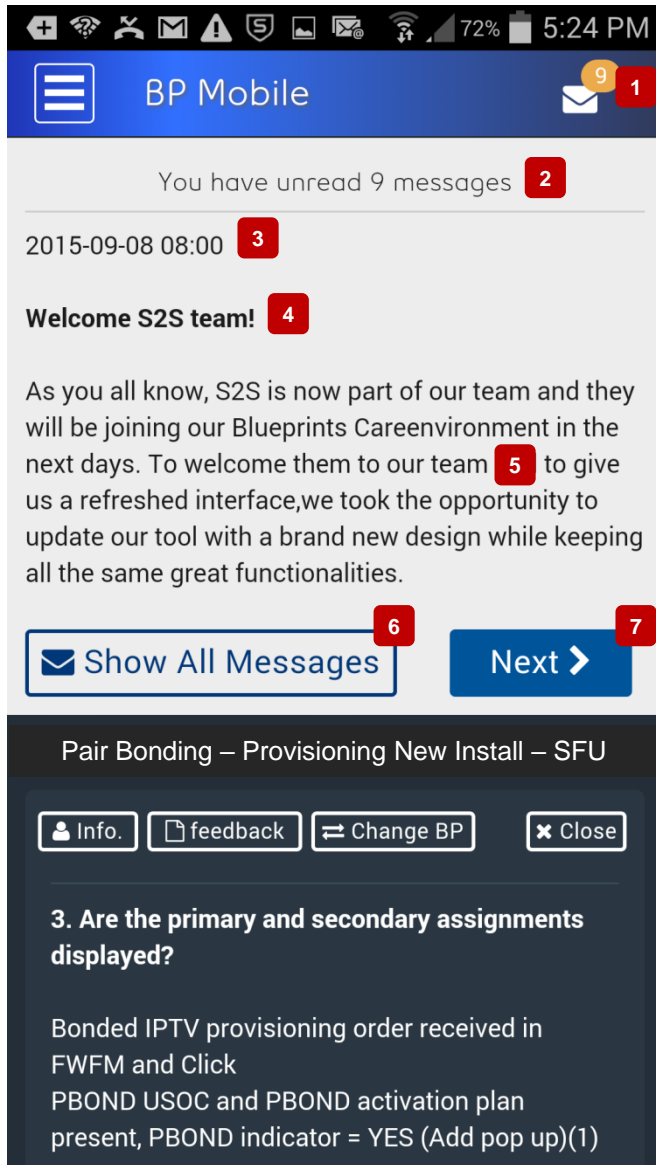


If unread message is nothing left, display pop up window.



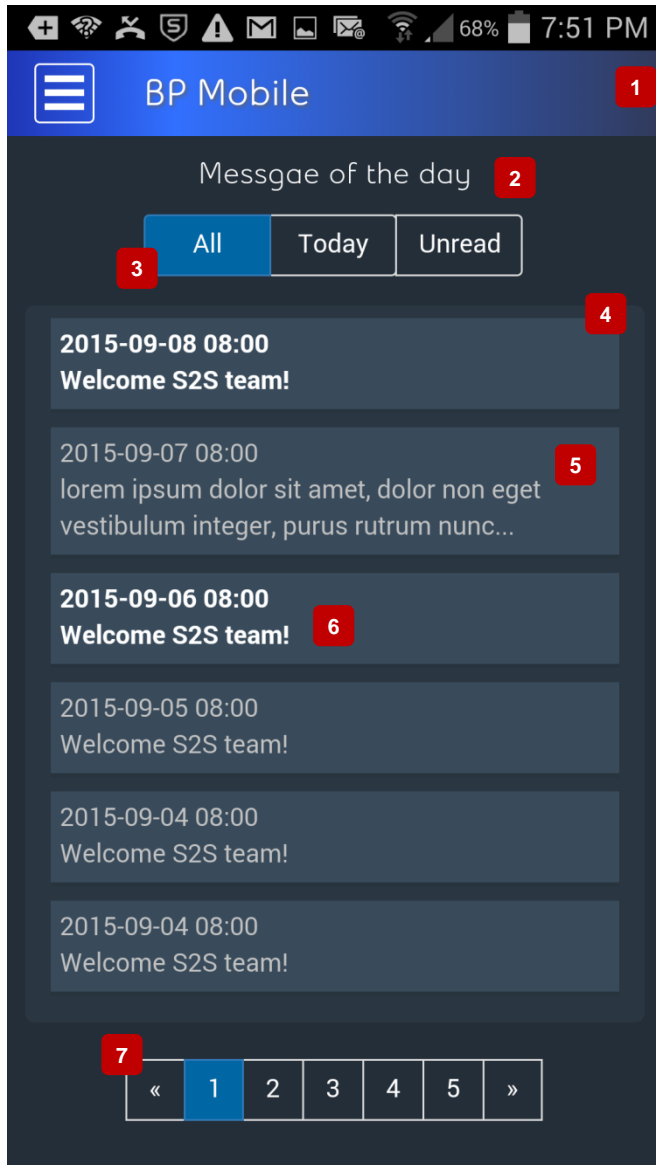
Layout: collapsible MOTD of 1st screen

[Description]



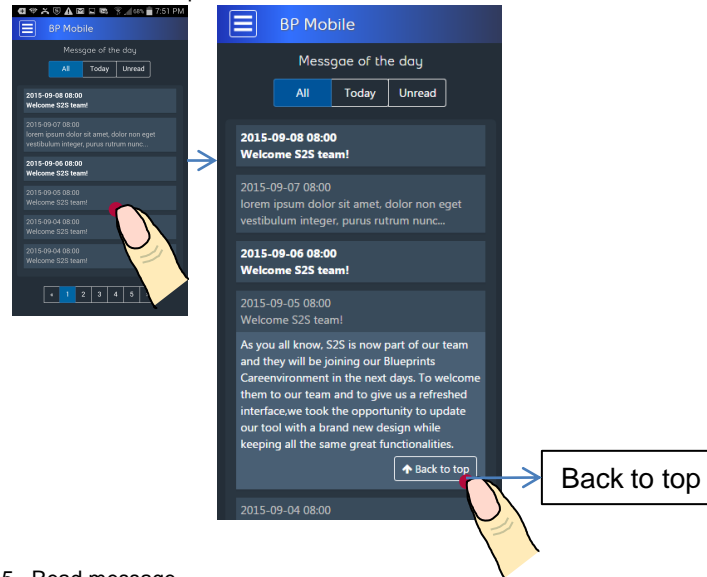
Functions	Case	Unread message: 9	Unread message: 0
1. MOTD badge			
2. Notice		You have unread 9 messages	Latest Message of The Day
3. Updated date & time		Display unread messages chronologically.	Display latest messages from the latest.
4. Message title		Font-size is the same with Message, but adapt font-weight is bold. Recommendations: enter title within 2 rows but it's extendable height.	
5. Message		Extendable height.	
6. Show All Messages button		Navigates to 'MOTD main page'	
7. Next unread message button		<p>If unread messages remain, display next unread message and decline number of badge simultaneously.</p> <p>If unread message is nothing left, display popup window as below.</p>	<p>Next > → < Previous</p> <p>If user taps on '< Previous', display next latest messages in order.</p>

Layout: MOTD main page



[Description]

1. Disappeared MOTD badge
2. Module title
3. Filter
 - Options -
 - All : display all messages
 - Today: display today's messages
 - Unread: display unread messages only
4. List of MOTD
 - : Display messages from the latest.
 - : Display message up to 6
 - : Interaction of collapsible MOTD



5. Read message
 - : dimmed date, time and title
 - : Recommendations: enter title within 2 rows but it's extendable height.
6. Unread message
 - : Emphasize Unread message using font-color and weight.
7. Pagination
 - : display up to 5.

Modular UI wireframe

- Change BP –
(Wrong BP)

Layout: MOTD main page

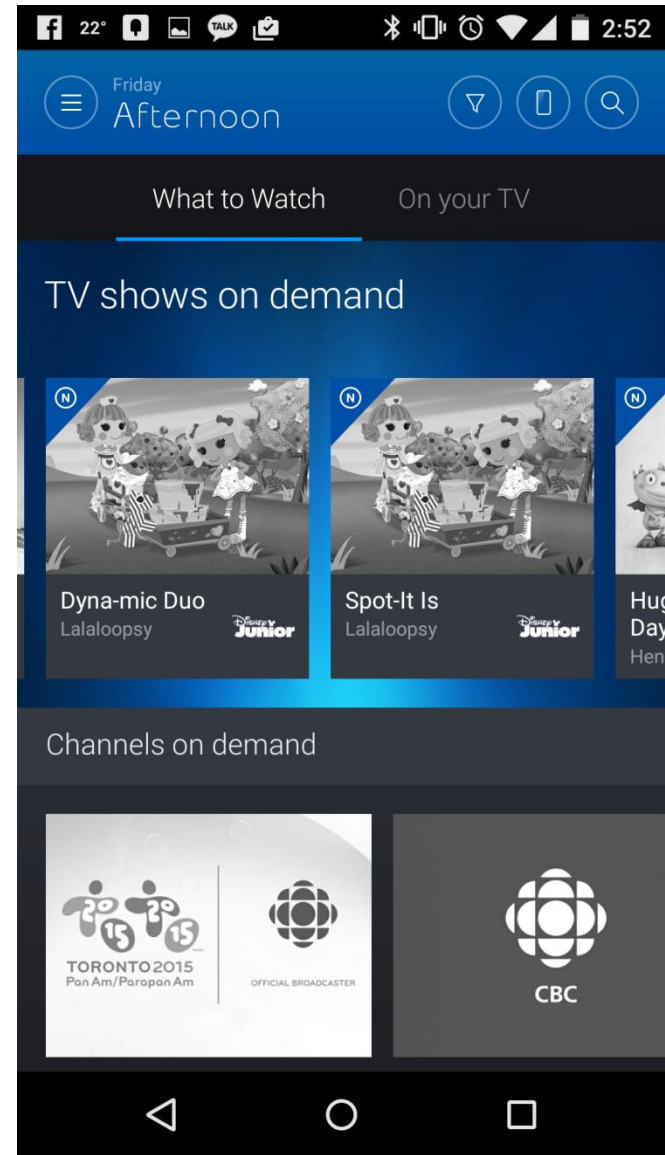
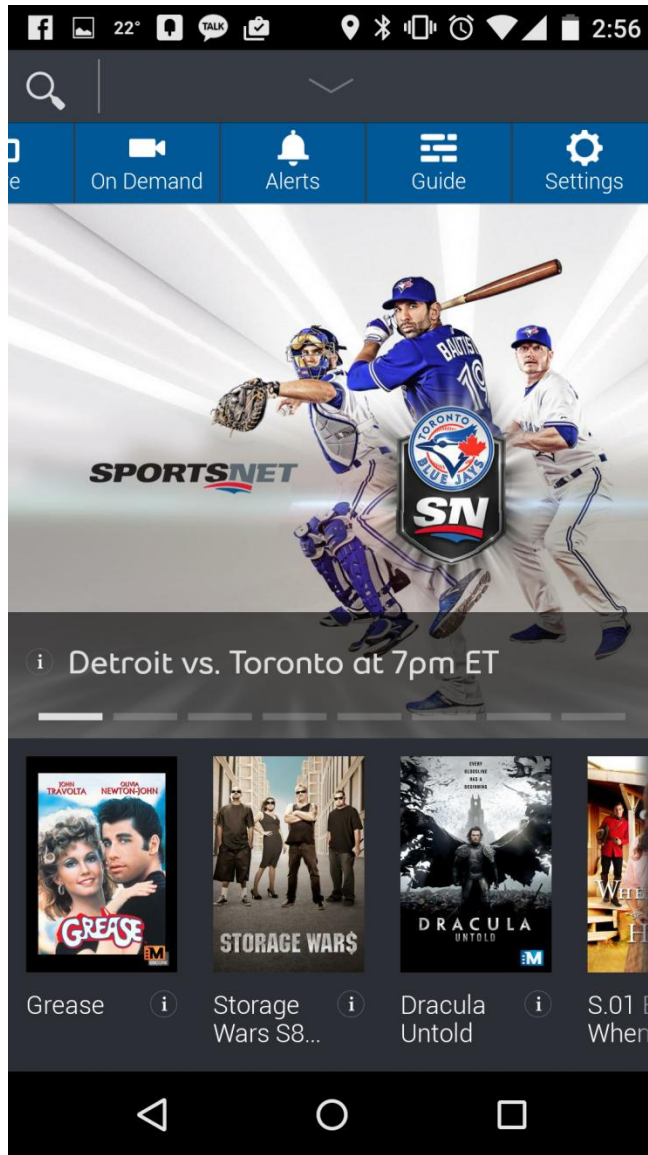
[Description]

1. MOTD button
2. Subtitle: Module name
3. BP session name
4. User's information
5. Options

Name	Options
Province	
Job Type	
Technical type	
Environment Type	
LOB Type	
Market Type	
Network Type	
TBD	

6. Find BP button

Appendix. Graphic design style



Appendix. BP Session Templates

7 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet.

1-888-555-5555

What was result of Sync validation?

Pass Fail

7 Customer requests to Cancel, Proceed or Reschedule appointment?

Please select

7 Customer requests to Cancel, Proceed or Reschedule appointment?

Option 1

Option 2

Option 3

Option 4

Option 5

7 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet.

Link to external website

Continue

1 Are the primary and secondary assignments displayed?

Bonded IPTV provisioning order received in FWFM and Click

PBOND USOC and PBOND activation plan present, PBOND indicator = YES (add pop up) (1)

Are primary and secondary assignments displayed?

Yes No

7 Customer requests to Cancel, Proceed or Reschedule appointment?

Option 1

Option 2

Option 3